

## GENERAL SERVICES

DHS administration and/or staff must initiate requests for volunteer services or donated goods using an DHS-4684, DHS Staff Request for Community/Volunteer Services form; see Reference Forms & Publications Manual Item 4684. Local office approved forms may also be used. The CRC must ensure that the referring individual receives a copy of the disposition of the request. An outside agency, individual or client may also request a service or a volunteer. The client's caseworker or designee must authorize such requests. CRCs can be creative and flexible in meeting the needs of their clients.

## DENIAL OF SERVICE REQUESTS

Community resource/volunteers services are not an entitlement program. CRCs may deny a request for volunteer services. Denials may include, but are not limited to, referrals:

- That are a misuse of services.
- That the community resource program **cannot** accommodate.
- Which may place the volunteer in danger.
- Which require excessive expenditures.
- Which should be served and/or reimbursed by other service providers or served by contractual agreements, community partners etc.